Troubleshooting Site Data Log (SDL) Processing

I. Purpose:

This procedure explains how to troubleshoot problems with Site Data Log (SDL) processing on the OMS client that runs on the TWP Web Server.

II. Cautions and Hazards:

None.

III. Requirements:

- Familiarity with Macintosh computers

- Familiarity with SDL application

IV. Procedure:

A. Checking SDL Transmission

Before starting to troubleshoot problems on the server, make sure that the SDL reports were successfully transmitted by the SDL application.

B. Checking SDL Processing Status

Note: Depending on the installation, 4D Client may have been renamed as "OMS.ACGI." In this case the application will run with this name and will show in the Apple Application menu as "OMS.ACGI."

1. Select 4D Client (or OMS.ACGI) as the front-most application on the Web Server computer.

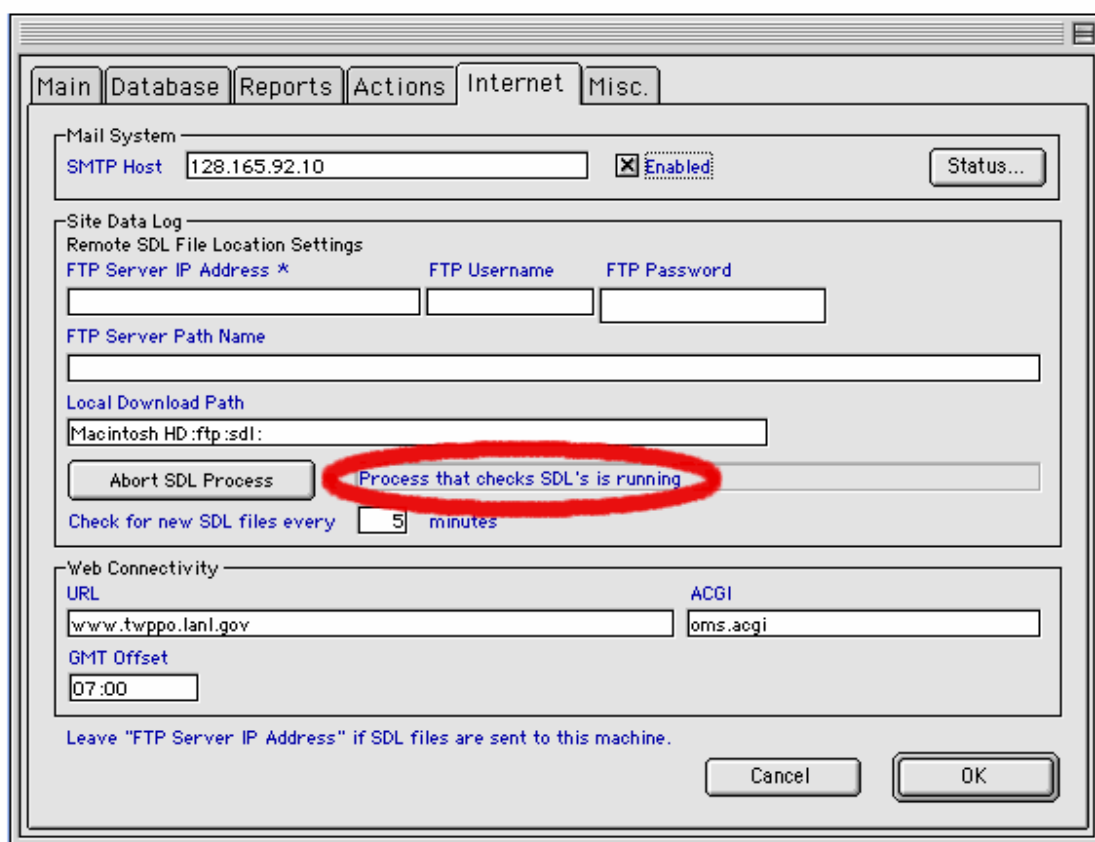2. Select **File >> Tools** and execute "Network Settings." The OMS DB Admin Window displays (see Figure 1).

Figure 1: OMS DB Admin Window

Note the area circled in red. This indicates whether the process is running or not. The button to the left will be labeled one of the following:

- "Start SDL Process" – the process **IS NOT** running.

- "Abort SDL Process" – the process **IS** running.

If the process is not running, click the "Start SDL Process" button. Daily Rounds should be processed and their email reports sent shortly.

If the above window (Figure 1) shows that the process is running, but reports are not being sent:

a) Click the "Abort SDL Process" button and wait about 10 seconds.

b) Click the "Start SDL Process" button. Daily Rounds should be processed and their email reports sent shortly.

If this does not work (for example, starting or restarting the process causes an error message to display):

a) Close the Network Settings window and shut down 4D Client.

b) Restart 4D Client immediately by opening the "Startup Items" shortcut folder that is located on the server desktop.

c) Double-click the "2-OMS Login" icon.

This should start the SDL as the user "web client." When "web client" logs in, the SDL/Check Send process automatically starts.

A. Checking Files on Server

The SDL application sends files to the TWP FTP server. The OMS "web client" routinely checks for new SDL files and processes them. Total success occurs when:

- the incoming SDL file is processed;

- the OMS database is updated;

- the original file is moved into the SDL processed directory; and

- an email report is generated and sent to the SDL distribution list.

If you know that files were sent, but are concerned that transmitted SDL reports are not being processed properly, first perform the steps in "Checking

SDL Processing Status" outlined above. If you try this and the problem still exists, you can see if files are waiting to be processed on the server.

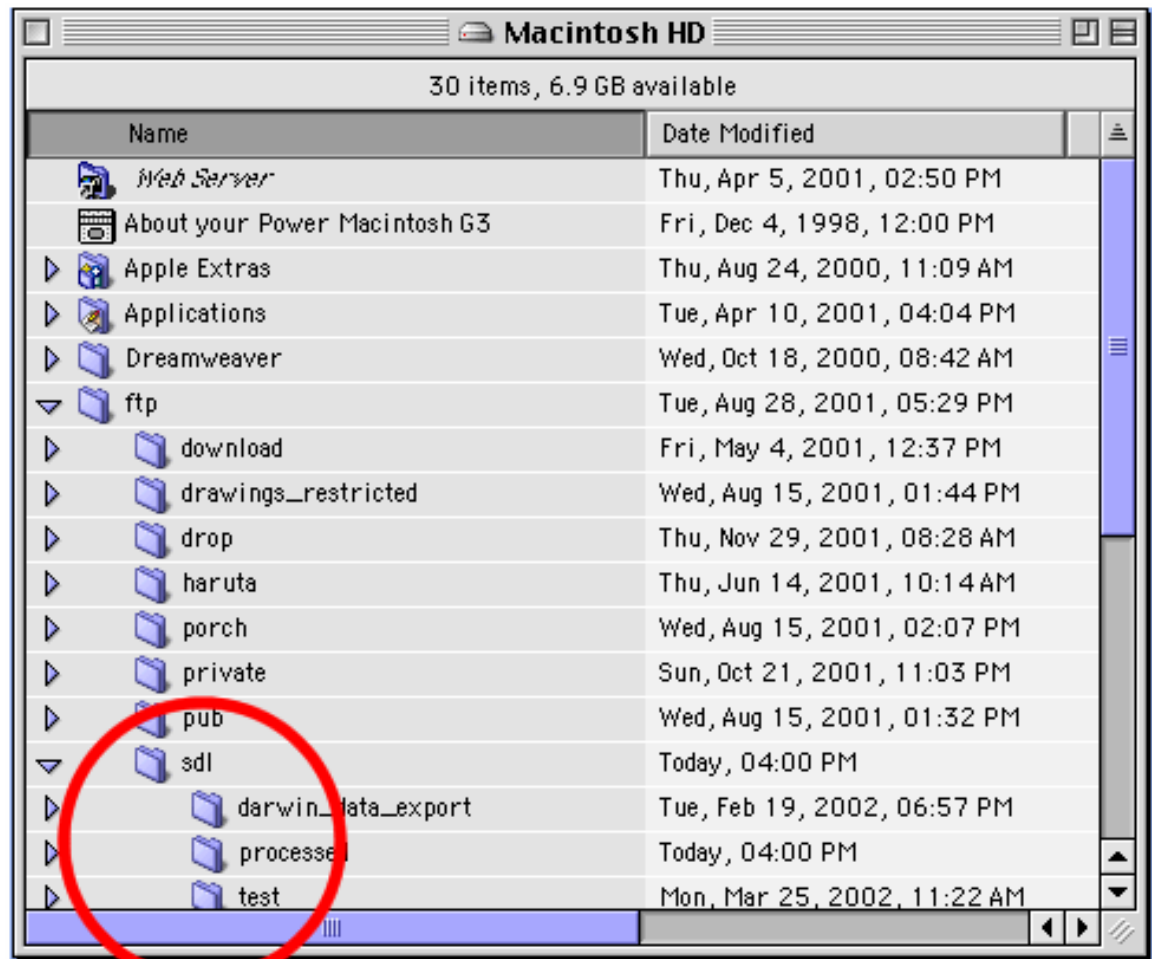All files are sent to the designated SDL folder as shown in Figure 2.

Figure 2: SDL Upload Folder

If you open the SDL folder and see files with a ".rds" extension, those files are waiting to be processed (see Figure 3).
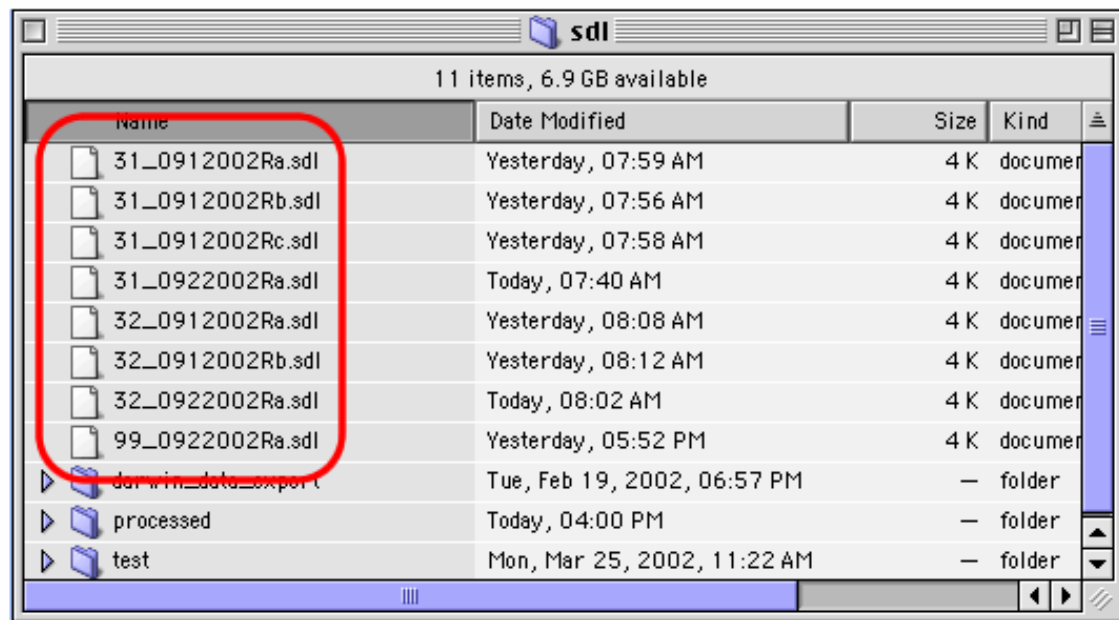
Figure 3: Waiting SDL Files

This does NOT necessarily mean there is a problem. The SDL checks for new report files at the interval set in Network Settings. If you refer to Figure 1, you will see a setting of 5 minutes. If you just sent Rounds and find files waiting on the server, check their modification date and time before assuming a problem exists. It is possible that the SDL hasn't attempted to process them yet. If the modification date indicates files that should have been processed are waiting, repeat the instruction in "Checking SDL Processing Status." In most cases, this should clear up the problem and you should see the SDL files disappear in the SDL folder window shortly.

If that fails, shut down and restart the Web Server as documented in sections 4.3, 4.5, and 4.7 in *TWP Database & Web Servers Overview & Troubleshooting Manual*.

Note: On restart, note if any error messages appear when $d Client launches, and report them to the developer. Recheck the content of the SDL folder window and see if any files were processed. You can also check your email to see if OMS has sent any SDL reports.

If problems still persist, abort SDL processing by opening Network Settings and clicking the "Abort SDL Process" button. Please notify members of the SDL email distribution list at twp-rounds-reports@lanl.gov that we are working on these problems. Also, provide the developer with as many details of the problems as possible.

Important: The TWP Operations should be informed of any problems noted in the SDL Daily Rounds so that they can pursue them with the appropriate remote operations personnel. If Rounds are being processed but email notification is failing, the Rounds reports can always be reviewed on the TWP website.

V. References:

1. TWP Database & Web Servers Overview & Troubleshooting Manual, MAN(OMS)-002.

VI. Attachments:

None.